

# HUMAN RESOURCES

THE HUMAN RESOURCES DEPARTMENT PERFORMS MANY EMPLOYMENT, CLASSIFICATION, TESTING, TRAINING, AND BENEFIT FUNCTIONS. HUMAN RESOURCES PROVIDES SERVICES TO 18 CITY DEPARTMENTS, CITY COUNCIL, INTERNAL AUDIT OFFICE, AND APPROXIMATELY EIGHT THOUSAND PERMANENT, PART-TIME AND TEMPORARY EMPLOYEES. THE DEPARTMENT SERVES OVER SIX THOUSAND MEMBERS OF THE PUBLIC SEEKING EMPLOYMENT WITH THE CITY. THE INSURANCE AND BENEFITS DIVISION ASSISTS TEN OTHER METROPOLITAN AREA LOCAL GOVERNMENTS WITH LIFE, HEALTH, AND DENTAL COVERAGE, PLUS OTHER VOLUNTARY BENEFITS.

## MISSION STATEMENT

To provide an integrated Human Resources system to support City departments and employees, and citizens by: recruiting, selecting, training and retaining a diversified staff of the highest caliber. Key focuses within the system are: equitable classification, competitive compensation and benefits programs, and promotional opportunities to all employees, while ensuring fair and equitable treatment of employees through the administration of the City of Albuquerque's Merit System Ordinance and other related mandates.

Operating Fund Expenditures by Category (\$000's)	APPROVED BUDGET FY/01	ACTUAL FY/01	APPROVED BUDGET FY/02	ESTIMATED ACTUAL FY/02	APPROVED BUDGET FY/03	EST. 02/ APPR. 03 CHANGE
Personnel	2,076	1,968	2,101	2,406	2,431	25
Operating	23,798	24,275	26,471	26,806	30,189	3,383
Capital	0	4	0	0	0	0
Transfers	171	146	138	138	312	174
Grants	0	0	0	0	0	0
<b>TOTAL</b>	<b>26,045</b>	<b>26,393</b>	<b>28,710</b>	<b>29,350</b>	<b>32,932</b>	<b>3,582</b>
<b>TOTAL FULL-TIME POSITIONS</b>	<b>38</b>	<b>38</b>	<b>37</b>	<b>41</b>	<b>42</b>	<b>1</b>

## BUDGET HIGHLIGHTS

This fiscal year has been especially challenging for the Human Resources Department. The City of Albuquerque faced difficult financial times, which resulted in downsizing the City's existing workforce. The Human Resource Department was responsible for developing and executing a "Voluntary Transfer Program" for positions that might otherwise have possibly faced layoff status. In addition, the Department was charged with placing employees in suitable positions that were effected by layoff status.

In addition to the General Fund appropriations, this department has two Internal Service Funds that are appropriated and accounted for in Human Resources: Fund 735, the Insurance and Benefits Fund, and Fund 705, the Risk Management Fund, specifically Unemployment Compensation.

Mid-year in FY/02 the Human Resources Department, General Fund portion, deleted two positions, at the same time they received six positions from the Legal Department. The positions from Legal are fully funded in FY/03, as reflected in the table above. During the FY/03 budget process the position historically funded by the Albuquerque Police Department is now reflected in Human Resources. This position is responsible for testing conducted specifically for public safety departments. Funding of \$100 thousand is allocated for fall and spring semester through the Tuition Assistance Program. In addition, operating funds of \$113 thousand were transferred with the positions from the Legal Department. During the FY/03 budget process, the Department reduced its workforce by one Assistance City Attorney position, and reduced contractual services by \$39 thousand.

In the Risk Management Fund, Unemployment Compensation, claims and judgments continue to be higher than anticipated; therefore appropriations in claims and judgments will be increased by \$160 thousand. In the re-organization of the Employee Equity program, the department gained one position from the Department of Finance and Administrative Services, Risk Management Fund, which is now fully funded for FY/03. This position and operating funding will be used in the Employment Equity Division.

In the Employee Insurance Fund, appropriations for both health and dental have been increased by \$3.5 million. Costs in both health and dental continue to rise as seen in the industry nationally. The City of Albuquerque has now implemented an 80/20 split between employer and employee contributions, with the employer paying 80% on all insurance benefits to eligible employees. This change was effective June 1, 2002.



## HUMAN RESOURCES

(000's)	APPROVED BUDGET FY/01	ACTUAL FY/01	APPROVED BUDGET FY/02	ESTIMATED ACTUAL FY/02	APPROVED BUDGET FY/03	EST. 02/ APPR. 03 CHANGE
<b>PROGRAM STRATEGY BY GOAL:</b>						
<b>GOAL 8: ORGANIZATIONAL EXCELLENCE</b>						
<u>GENERAL FUND 110</u>						
Total Personnel Services - 110	1,827	1,825	1,780	1,881	2,198 a)	317
<u>RISK MANAGEMENT FUND 705</u>						
Total Unemployment Compensation - 705	267	249	163	309	404 b)	95
<u>EMPLOYEE INSURANCE FUND - 735</u>						
Insurances and Administration	23,843	24,221	26,646	27,039	30,132 c)	3,093
Trfr from Fund 735 to Fund 110	108	98	121	121	198	77
Total Employee Insurance Fund - 735	23,951	24,319	26,767	27,160	30,330	3,170
<b>TOTAL GOAL - 8</b>	<b>26,045</b>	<b>26,393</b>	<b>28,710</b>	<b>29,350</b>	<b>32,932</b>	<b>3,582</b>
<b>TOTAL APPROPRIATIONS</b>	<b>26,045</b>	<b>26,393</b>	<b>28,710</b>	<b>29,350</b>	<b>32,932</b>	<b>3,582</b>

a) 6 positions from Legal with operating, one from Police, \$100K for Tuition

b) Increase of Appropriations of \$160 for claims and judgments

c) Increase of \$3.5M for Health and Dental

### REVENUE

The City of Albuquerque has agreements with several Inter-Governmental Agencies (IGA's) to provide administrative services for insurance benefits. Each governmental entity reimburses the City for these services. The IGA group currently consists of Bernalillo County, Sandoval County, Town of Bernalillo, Village of Tijeras, Village of Cuba Village of Corrales, Middle Rio Grande Conservancy District and the Village of Los Ranchos. In addition other sources of revenue include contributions made from employees in the form of payroll deductions for insurance benefits.

Department Generated Fees for Services (\$000's)	APPROVED BUDGET FY/01	ACTUAL FY/01	APPROVED BUDGET FY/02	ESTIMATED ACTUAL FY/02	APPROVED BUDGET FY/03	EST. 02/ APPR. 03 CHANGE
Miscellaneous	250	197	150	69	90	21
Intergovernmental	56	281	82	82	82	0
Internal Service	20,054	21,309	23,758	25,333	29,470	4,137



# HUMAN RESOURCES

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## ***PRIOR YEAR ACCOMPLISHMENTS***

- Successful deployment of a web-based employment application process for internal and external customers.
- Partnered with ISD in the development/implementation of an on-line Affirmative Action Survey attached to the COA web-based employment application.
- Completed the City's first personnel file database and a complete inventory of City personnel files.
- Developed a link to the City job advertisement page to notify minority agencies of current job openings (eliminated an inefficient faxing process). Initial development completed, programming in progress.
- Restructured New Employee Orientation (NEO) to:
  - Capture and train new hires on the first day of work
  - Reduce liability by not allowing untrained employees to report to work without required policy training
  - Eliminate disruption created by pulling employees off the job to attend NEO
- Developed and/or administered – 1,770 promotional public safety tests and entry level clerical/accounting /typing tests.
- Successful negotiation of Clerical, Police, Corrections, Transit, and M-series bargaining unit contracts.
- Provided training on the Principles of Progressive Discipline to six city departments during last two quarters of FY/02.
- Provided 108 classroom hours of Leadership and Supervisory Training programs to 68 City managers from December 2001 to January 2002.
- 1,234 Management employees trained (March-June) for implementation of the Employee Work Plan (EWP), including 69 management employees who underwent a 40 hour "Train the Trainer" program.
- Partnered with ISD and F&CS to provide no cost Basic Computer Applications and Software training weekly through June 2002 at a cost savings of \$150 to \$300 per participant normally charged by private training companies.
- Successfully developed and executed the "Voluntary Transfer Program" mandated by amendment to the MSO on May 13, 2002. Placed employees in two rounds of layoffs via the Voluntary Transfer Program and the layoff process.
- Negotiated an agreement with American General Financial Group for an integrated short term/long term disability program at premium levels very favorable to City employees. Enrolled over 1,300 employees, which resulted in meeting a 20% participation requirement to provide automatic enrollment without medical underwriting.
- Negotiated health insurance renewals at an average increase of 10.6% while HMO renewals in the region are averaging 19 to 20% over the prior year. This translates into approximately \$2.1 million in annual savings to the COA and employees.
- Expanded coverage for the three comprehensive dental programs so that all programs offer 100% plan pay on diagnostic and preventative service, 80% plan pay on basic services, and a \$1,200 per year annual maximum benefit.
- Advised employees regarding the retirement process and successfully coordinated with PERA to retire 100 employees on 12/31/01. Successfully implemented a one-time Retirement Incentive program and retired 48 "bonus" employees on June 28, 2002.
- Successful resolution of twenty-six EEOC charges since December 1, 2001.
- Completed desk audits, review, position specifications and recommendations as part of the Anderson Classification and Compensation Study.
- Developed and implemented policies, procedures and transmittal form for position classification changes/creates to comply with the Management Union Contract requirement for union notification.